

January 27, 2022



Annual Performance Outcome Report



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Introduction

START

Objectives

After completing this training, you should be able to:

1

Recognize your responsibilities regarding the Annual Performance Outcome Report (APOR).

2

Accurately and completely answer each question on the report before submitting it.

3

Complete the questionnaire using SurveyMonkey.

Overview

Overview

APOR Definition

Annual Performance Outcome Report (APOR): The APOR is a report that compiles, on an annual basis, information provided by Employment Networks (EN) on the outcomes achieved by the EN with respect to services the EN offers to Social Security beneficiaries under the Ticket program.

Overview

Ticket Program Agreement (TPA) Requirement

- Ticket Program Agreement (TPA) Part III Section 9(B):
 - “The EN shall provide an APOR to the TPM on an annual basis, in a format prescribed by SSA.”
 - “The APOR shall provide information on outcomes achieved by the EN with respect to services offered by the EN to beneficiaries, as well as information relating to TPA administration.”
- The following groups are not required to complete the APOR:
 - State Vocational Rehabilitation Agencies (VRs)
 - American Job Centers (AJCs)
 - ENs with agreement award dates in calendar year 2021 or 2022

Overview

APOR Framework

- Timeframe for completion: January 28 – February 28, 2022 (30 days)
- One submission per EN
- TPM will send reminders to ENs that have not responded each Monday until the APOR deadline.
- Failure to complete your agency's APOR **in a timely manner** will constitute a violation of your EN's TPA and could result in SSA limiting your agency's ability to assign Tickets and receive payments or termination of your TPA.
- For all APOR related questions, please email ssaenapor@yourtickettowork.ssa.gov.

Overview

Survey Link Email

- The survey link will be sent to the Program Contact on file.

2022 Annual Performance Outcome Report (APOR)

This email is for DUNS-#####

Click [Begin Survey](#) to complete the 2022 Annual Performance Outcome Report (APOR). Your completed APOR must be submitted by Monday, February 28, 2022. If you have any questions about the APOR, please email ssaenapor@yourtickettowork.ssa.gov.

[Begin Survey](#)

Please do not forward this email as its survey link is unique to you.
[Privacy](#) | [Unsubscribe](#)

Powered by  SurveyMonkey

Overview

Survey Instructions

- Review resources for assistance
- Review the APOR questions
- Prepare your responses
- Complete the APOR
- Submit your responses



2022 Annual Performance Outcome Report (APOR)

APOR Instructions

The Social Security Administration requires all Employment Networks (EN) to complete the Annual Performance Outcome Report (APOR). Please review posted resources at yourtickettowork.ssa.gov before beginning the APOR. A copy of the APOR questions is available to help you gather information and prepare responses in advance. Please follow these instructions closely to ensure proper receipt of your responses.

1. Review the resources for your assistance at the yourtickettowork.ssa.gov website.
2. Review the 33 APOR questions. It is highly recommended that you review the APOR questions posted to the yourtickettowork.ssa.gov website prior to completing the actual APOR.
3. Prepare your responses. Preparing your responses after your review of the APOR questions and prior to entering the actual APOR questionnaire will allow you to research and gather the data needed to easily answer the questions on the APOR.
4. Complete the APOR. Once you have prepared your responses, enter the APOR questionnaire as provided by the TPM via SurveyMonkey and record your responses.
5. Submit your responses. Each EN is allowed to submit one complete response. Use the Frequently Asked Questions to assist you as you complete the APOR.

If you have questions, email SSAENAPOR@yourtickettowork.ssa.gov with the subject line "APOR assistance - DUNS".

Next

APOR Questions


APOR Questions Outline

- The APOR contains 33 questions.
- Questions fall under three categories:
 - General Questions
 - Staffing Questions
 - EN Service-Related Questions

APOR Questions

General Questions

- There are 15 General Questions about your EN covering topics, such as:
 - Business model
 - Ticket Assignment
 - Locations
 - System for Award Management (SAM) registration



2022 Annual Performance Outcome Report (APOR)

General Questions

* 1. Please provide your Employment Network (EN) Data Universal Numbering System (DUNS) number. (The DUNS number is a 9-digit number assigned by Dun & Bradstreet Information Services. Every EN obtained a DUNS number prior to award of the EN Ticket Program Agreement (TPA).)

• DUNS - _____

* 2. Please provide the following information concerning the individual completing the APOR for your EN:

Name:

Title:

Email Address:

Direct Contact Number:


* 3. What is your Social Security approved Ticket to Work Business Model?
 Note: Provide the business model that is included in your approved Ticket Program Agreement (TPA). Do not select your EN's secondary business model if applicable.

☐ Traditional EN (EN that provides employment services and other support services directly to the Ticketholder)

APOR Questions

Staffing Questions

- There are 6 Staffing Questions covering topics, such as:
 - Benefits Counselors
 - Staff Suitability


TICKET
to Work

2022 Annual Performance Outcome Report (APOR)

Staffing Questions

* 16. Do you have an SSA approved Certified Benefits Counselor on staff?

Note: Social Security considers Certified Benefits Counselors as any EN employee or subcontractor who has gone through, passed, and has an active Community Partner Work Incentives Coordinator certification (CPWIC) from Virginia Commonwealth University (VCU), Benefits Work Incentives Practitioner certification (BWIP) from Cornell University or Benefits Information Network (BIN) Training through Indiana University.

☐ Yes
☐ No

17. If you answered "Yes" to the question above, what are the names of the staff at your organization that are an SSA approved Certified Benefits Counselor?

For "Position," please list the individual's title as listed in your TPA, for example: Signatory Authority, Program Contact, Ticketholder Contact, Payments Contact, etc.

For Training "Type," please specify where the training was received (e.g., VCU, Cornell University or Indiana University).

Individual 1 Name	<input type="text"/>
Individual 1 Position	<input type="text"/>
Individual 1 Training Type	<input type="text"/>

APOR Questions

Staffing Questions - Part 2

- Social Security considers Benefits Counselors as those who have passed the following training programs and have current certification:
 - Virginia Commonwealth University (VCU) – Community Partner Work Incentives Counselor (CPWIC)
 - Cornell University – Benefits Work Incentives Practitioner (BWIP) certification
 - Indiana University – Benefits Information Network (BIN) training
- Social Security will verify all listed certifications and use to populate the “Benefits Counselor” badge on the Find Help Tool.

SAMPLE EMPLOYMENT NETWORK



Employment Network National Both In-Person and Virtual Partnership Plus Benefits Counselor

[Visit Website](#)

Primary Contact

JANE DOE

Email

janedoe@example.com

Main Phone

703-555-1234

Toll Free

800-555-1234

Primary Address

101 Sample Blvd., Example, CO, 80233

[Open address in Google Maps](#)

APOR Questions

EN Service-Related Questions

- There are 12 EN Service-Related Questions asking whether your EN has resources available for populations, such as:
 - Youth in Transition
 - Veterans
 - Individuals with physical, hearing, mental, or cognitive impairments
 - Self-employment



2022 Annual Performance Outcome Report (APOR)

EN Service-Related Questions

* 22. How many years of experience does your EN have serving Youth in Transition clients?

- ☐ 0
- ☐ Less than 1
- ☐ 1-2
- ☐ 2-3
- ☐ 3+

* 23. How many years of experience does your EN have serving Veterans?

- ☐ 0
- ☐ Less than 1
- ☐ 1-2
- ☐ 2-3
- ☐ 3+

* 24. How many years of experience does your EN have serving clients with physical impairments?

APOR Questions

Completing the Survey

- Click **Done** to submit the APOR to TPM.
- Prior to hitting done, please print each page for your record.
- The survey is not completed until you click **Done** on this screen.



2022 Annual Performance Outcome Report (APOR)

Thank you for completing the 2022 APOR. If you have any questions, please contact the Ticket Program Manager at SSAENAPOR@yourtickettowork.ssa.gov with the subject line "APOR Assistance - Your DUNS"

Click Done below to complete your survey.

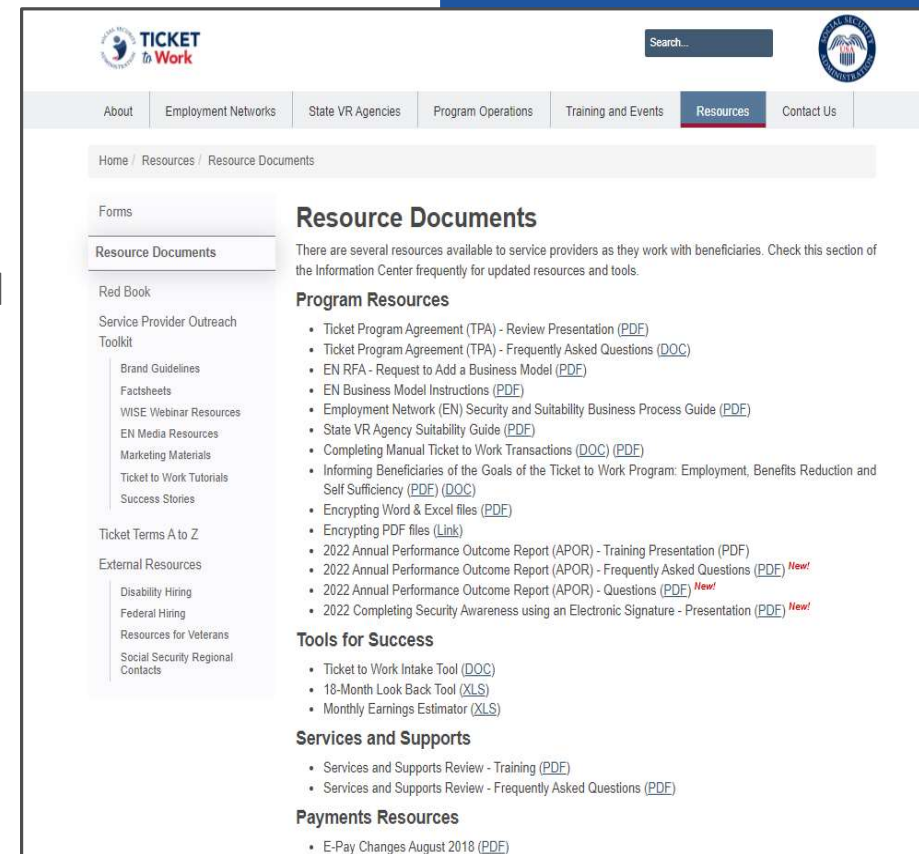
Done

Conclusion

Conclusion

Online APOR Resources

- Go to YourTicketToWork.ssa.gov
- Choose **Resources** from the top menu.
- Choose **Resource Documents** on the left-hand side of the screen.
- The following APOR-related documents are located under the **Program Resources** heading:
 - A copy of the APOR questions
 - APOR Frequently Asked Questions
 - This APOR PowerPoint
- For all APOR related questions, please email ssaenapor@yourtickettowork.ssa.gov with the subject line “APOR Assistance – Your DUNS”.



Conclusion Summary

You should now be able to:

- 1 Complete the questionnaire using SurveyMonkey.
- 2 Accurately and completely answer each question on the report before submitting it.
- 3 Recognize your responsibilities regarding the Annual Performance Outcome Report (APOR).



**ASK MORE
QUESTIONS**

Questions?